



Congratulations

on your new Server position! As a Truman's Server, you will set the stage for every guest experience at each of your tables. You will determine whether your guests feel welcome, appreciated, and cared for.

We will provide you with all the training materials and information for you to be successful here. We want you to love your job and your customers as much as we do! Along with the hands-on training you'll receive, this handbook will provide answers to questions you may have regarding your tasks, responsibilities, and our operating procedures.

Our goal is to provide all our customers with the BEST food & drink experience in Columbia: Generous plates of food that look and taste fantastic, deliciously strong cocktails and ice cold frosty mugs of beer, all in a fun and relaxed atmosphere that focuses on quality time with good company.

As a Truman's server, it is essential that you maintain an energetic, friendly, and caring attitude at all times. It's your responsibility to ensure that each guest enjoys our fun and relaxed atmosphere, our delicious food, and our impressive array of drinks.

The guidelines on the following pages will explain HOW you can provide this experience to our customers, and how in doing so, you can make a fantastic income for yourself in a fun environment, building and fine-tuning the interpersonal skills that will help you excel in life!

Thank you for being here, and thank you in advance for your efforts to make this a great place to be!

Candy



Server Functions & Responsibilities

Successful sales & service are a result of confidence, and confidence can only be developed by being **knowledgeable**. We'll provide you with the materials to develop knowledge and confidence in our serving techniques, our food menu, and our beer and cocktail menus. You – as a server – must learn it!

General Server Guidelines and Responsibilities

- Know your schedule.
- Be on time for your scheduled shift.
- Know what the daily specials are, what they cost, and inform your customers.
- Know when Happy Hours are and inform your customers.
- Know who your managers are and ask them when you need help.
- Clear your mind of everything except work when you walk in the door. When you're at the table, make sure your mind is at the table too. Guests can tell when their server is not paying real attention to them or their requests. It has a negative impact on their experience here, and your tip.
- If you get behind, ask for help. You'll never get in trouble for asking.
- Keep yourself geared up and prepared so that you're ready for a rush anytime.
- Don't ever stand around or lean on anything. You can always be cleaning. Choose a chore or wipe down menus, riser ledges, the ToGo bar and tablet board, the games, or wipe down all your condiment bottles. There is always something to do. Always.

Full Service Restaurants: The Order of Service

- Greeting
- Take Drink order
- Make/Pickup/Deliver Drinks
- Suggest Appetizer & Ring in
- If no Appetizer, Take Main Food order or give some time.
- Deliver Appetizer and Take Main Food Order immediately at App Delivery
- Check for Refills
- Prebus Empty Drinks and Appetizer Plates
- Deliver Main Food Order
- Check in after 2-3 bites
- Walk by to scan for refills, etc.
- Check in again to prebus plates & ask if they're going to stick around for another drink or if they'd like you to bring the bill.
- Deliver printed check and prebus dirty dishes – but don't hover.
- Walk by to scan for payment out.
- Take payment, prebus anything else possible.
- After customers leave, bus anything remaining and wipe down table.



A More In-Depth Look at Serving:

Greeting Tables

- Greet customers as quickly as possible, taking menus and silverware, and arriving with a warm smile. “Hey guys, how is everyone? My name is _____ and I’ll be taking care of you!” Pass out menus and silverware and start with a drink order.
- If you are at another table or too busy to greet a new table with menus when they sit, make every effort to make eye contact with that new table, perhaps even wave and smile, and say “I’ll be right with you guys!” This will put the customer at ease and set a positive tone for the rest of their visit. More than anything, new customers want to know someone is paying attention to them.

Taking Drink Orders

- When taking an order, always look the customer directly in the eyes. Hold your iPad in your hand and communicate with the customer as you are entering their order.
- Approach your table and start on your left when taking drink orders. The first person is Seat 1, the second Seat 2, and so on. Every Customer is a separate “Seat” number. This helps keep the entire process simple and organized, from order delivery to splitting checks. Separate Seat Numbers are REQUIRED.

Delivering Drinks

- Never handle a glass by the rim with your hand over the drinking surface. Hold glasses with your hand near the bottom.
- Use a tray to carry 3 or more drinks if you cannot carry 3 glasses in one hand. Unless you have such a large party that it is impossible, ALWAYS carry ALL THE DRINKS at one time. **Use the appropriate size tray.** Shot trays are not appropriate for tea glasses or mugs/pint glasses and they will inevitably spill
- Never carry used glasses back to the soda fountain for refills. Get a new glass every time!
- *When you deliver a table’s drinks, it’s always your goal to take either an appetizer order or their main food order at that time!*

Taking Appetizer Orders

- As you are passing out the last drink, ask the customers about appetizers.
- Suggest 2 or 3 SPECIFIC appetizers: “Here’s that Dr. Pepper. Alright would you guys like to start with some wings, mozzarella sticks, or fried pickles?” If it’s a large group of guys, maybe suggest our Nachos. Specific is better than “want an appetizer?”
- Selling appetizers can buy you (and the kitchen) some extra time when we’re backed up with lots of meal tickets. Fried appetizers are fast, get something to your hungry guests quickly, and also create time where guests can order an extra drink or two!



Taking Appetizer Orders continued...

- When a table orders true “appetizers” that they’d like out before their main meal, you should always send those to the kitchen on an individual ticket that says “***OUT FIRST***” under the item.”
- Ring in the app and say, “I’ll go grab plates for that and be back to take your food order!” This buys you some time to take care of other tables before making your way back with those plates and any sauces – or that AND the appetizer itself!

Delivering Appetizers and Taking Food Orders

- Always deliver appetizers first – *before the meal* – and be sure to take enough appetizer plates for each guest, any dipping sauces, and extra napkins/wet naps.
- The moment you have the appetizer on the table, ask the guests if they are ready to order food. Getting the food order now is much better than waiting till they are mid-way through the appetizer, mouths full and enjoying some conversation. You also don’t want to wait until they are done with appetizer and annoyed that they don’t have food on the way.
- Ring in the food order in the same way you did the drink order: Left to Right, Seat 1 and forward, in order, keeping the Seat numbers correct for each guest.
- Don’t be afraid to ASK QUESTIONS if the customer seems unclear or confused about anything. Getting the order correct at the start is MUCH EASIER than trying to fix a mistake *after* a plate of food is sitting in front of an unhappy customer. Don’t be shy – COMMUNICATE clearly and remember, you’re directing this interaction! Tell the customer: “I just want to make sure I get you exactly what you want.”

Delivering Food Orders

- Always carry out salads before the meal! Salads should be carried after any appetizers, but before the rest of the meal.
- Salad bowls should leave the kitchen on a mid plate with a napkin under them, and dressing cups should sit on the plate – not in the bowl! Salads will not have individual tickets. Grab the # of salads you need from the line, or ask the cook for the # you need if kitchen doesn’t have them ready. Get your salads out to the table ASAP.
- When delivering salads, prebus app plates and empty drinks, and get refills/reorders.
- If a table’s food order is taking longer than anticipated, go tell the customers that you’re keeping an eye out, but their food isn’t quite ready yet, and ask them if you can get them another drink. Don’t hide from your customers; Communicate with them about their order! They’ll be much happier and tip much better.
- Never take hot plates from the kitchen without a ticket!! You cannot pick plates from under the window that look like they belong on your order and take them to a table. You must wait for the entire order to be ready and your ticket to be in the window with your plates. If you think you’ve located every plate for your order under the warmer, but you don’t see a ticket, please ASK the kitchen if your ticket is up – sometimes they make mistakes too!



Delivering Food Orders continued...

- Don't let your food get cold. If you have a ticket up, stop what you're doing and carry your food IMMEDIATELY. Food takes precedence over everything else. Hot food needs to go out HOT. Old, cold food makes unhappy customers who tip you poorly
- When handling plates of food, never touch the food or the eating surface of the plate. Carry plates with your thumb and pinky on the sides and your palm resting underneath. If you cannot carry your whole order out on your arm, use a FOOD TRAY!
- Mark each item off your ticket with a pen as you are getting started, and make sure you include any requested extras like sauces.
- Check burgers for bun tops, get the coleslaw for any catfish dinners, and grab toasts for entrees, verifying the correctness of each item as you tray it up.
- Place items on the tray, or in your arms, so that you can hand it out in order: Seat 1 first, then 2, 3, etc.
- Once you set down the last plate, **grab a condiment bucket and place it on the table!!**
- Ask the guests if there's anything else they need at the moment, and then leave to let them try the first 2-3 bites.

Checking In

- After just a couple minutes, or after customers have had a chance to take 2-3 bites, you need to check back in to see how everything is and if anything has been forgotten. Solve any problems you can by grabbing extra sauces, etc. If there is a complaint about preparation or temperature, take the item back to the kitchen for correction. Undercooked items can be cooked longer. Overcooked items can be remade. Consult with the bartender/manager for serious issues.
- After this initial Check-In, you can give the table some time and space, and simply walk by to scan for refills and prebus empty plates as they are pushed to the side.
- Once the table seems to be wrapping up their meals, go by and ask about next steps: "How was everything? Are you guys going to stick around for a drink, or would you like me to bring the bill? Is it all on one or would you like it split?"

Delivering the Check

- ALWAYS DELIVER A PRINTED BILL. Leave it on the table face down, near the center if you don't know who is paying. Prebus more empty plates. Walk by to scan for the customer's card or cash sitting out with the bill.
- Carry change in your apron so that you can finalize a cash payment right there at the table. Learn to 'count forward' to make change. It is MUCH EASIER than subtraction, and customers love the novelty. Make exact change with coins.
- Carry pens in your apron so that a customer can sign their credit card receipt if and when your handheld reader isn't working.



Tips on Handling a Sudden Rush

- If you have 5 new tables sit down at once, you should greet and menu all of them in the same trip, but you may need to stagger the ordering process between them to make serving them more manageable. You don't need all of their bar drinks sitting in the pickup window getting watered down, or all of their hot food ready at the same time, sitting under the warmer getting old.
- If you have 5 new tables and they each only have 2 guests, you can take all their drink orders at one time, because you can tray up and carry 10 glasses at once. However, most tables will be larger and a mix of sizes. Greet & menu 3-4 of the tables one right after another, saying the same thing to each of them, with an enthusiastic smile: "Hey how are you all? My name is _____ and I'll be taking care of you tonight. Here are your menus, and our drink menu is right here on the table. You guys take a look and I'll be right back to take your drink orders!" Be confident and assertive with your greeting – you are **directing** this meal service.
- At the remaining 1-2 tables, drop off menus and at these you WILL take and ring in their drink orders. Same greeting as above, but then ask "What can I get you all to drink tonight?" Then you will go make/pickup those drinks, bringing all those drinks on a tray. As you are delivering drinks, ask the table if they'd like to start with some wings or mozzarella sticks. If so, ring the appetizers in with the "out first" modifier attached so that the kitchen knows these are "appetizers" and need to be done quickly, and then inform the table that you'll be right back to take their orders – "great, I'll get those in for you and be right back!".
- Once are done delivering drinks and ringing in any appetizers for those two tables, now you will take the drink orders for the other 3 tables, asking them about appetizers while you are delivering the drinks as well.
- Now you have a decision to make: Should you go make the drinks that were just ordered, or should you circle back to those first two tables to get main food orders?
- IT DEPENDS: If they are waiting on appetizers, you can delay taking their order. If they are NOT waiting on appetizers, go ahead to take their food orders now.
- Ring in the food orders for the tables where you've delivered drinks, then go make and pick up the drink orders for the other tables. When you deliver a table's drinks, it's always your goal to take their food order at that time. Soon it will be time to pick up food and take drink refill orders.
- Your customers will be incredibly patient with you if they see you working! Don't try to hide from your customers. If you follow the advice above, you'll find that the food and drinks you deliver will look and taste great, and your customers will be happy!

Time Management Tips

- Use your time wisely. Check all the tables in your section before going back to the kitchen or bar. Don't go to one table at a time and then go back to the kitchen.
- Consolidate your trips. Go to each table and ring in all their bar drink orders, and keep a mental list of soda and water refills. Take a pitcher of water to your section to fill waters if you have lots of water drinkers; take a whole pot of coffee and fill all the cups in your section at once.
- After dropping off drinks in your section, pick up as many dirty glasses and plates as you can and "pre-bus" your section – using a drink tray for prebussing dirty glasses is super efficient.
- Drop off your tray of dirty glasses and then go to the kitchen to check for food tickets. Run as multiple food orders on big food trays as you can. If you can run 3 tables' food tickets on one tray, do it! After you've delivered food, go around and check all your tables for drink refills again. Ring those in, and before leaving your section, pick up more dirty dishes. Drop those off, then go make sodas and take them to the bar to pick up your bar drinks. Keep repeating this process, incorporating new tables as they come in.
- **Always be carrying!** Carry drinks to a table, then fill that tray with dirty dishes on your way out of your section. You'll always be ahead of the game that way.

Always Be Carrying



Never make a trip with empty hands

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UNIFORMS & APPEARANCE

- After 2 training shifts you'll receive 2 uniform tees and an apron. Please do not lose them – these are yours to keep and the cost will be deducted from your first check. You can purchase additional items if needed.
- Wear your Truman's Logo Tee for each shift.
- Bottoms should be Blue Jean Denim or Black, and may be jeans, well-fitting pants, shorts, leggings/Athletic Wear, skorts or skirts. Denim frays/tasteful rips are okay. Keep in mind: This is a sports bar, but it is not a back-alley biker bar...
- Pants MAY NOT be sweat pants, excessively baggy, saggy, extremely wide-legged, or any color beyond black or the standard variations of blue-jean denim.
- Shoes must be closed-toe athletic shoes. No heels, high top boots, or sandals.
- Your hair, makeup, and jewelry should never be a hazard or food contaminant.
- This is a sports bar. It is casual, but customers are ABSOLUTELY judging you on your appearance. You should look neat, clean, and like you made an effort to look "nice." Your efforts will be reflected back to you in your tips.
- Sweaters, cardigans, jackets, and etc are not allowed to be worn over your uniform on the floor while working. You may wear a black, long-sleeved, fitted tee or athletic shirt under your uniform shirt if you wish.
- If you show up dirty, stinky, or looking incredibly disheveled, you can and likely will be sent home.



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SERVER EMPLOYEE HANDBOOK

SERVER SHIFT TIMES

MONDAY – FRIDAY DAY SHIFTS

- 5:45AM – 2:30PM
- 8:00AM – 4:30PM
- 11:00AM – 4:30PM

MONDAY – SUNDAY EVENING SHIFTS

- 3:45PM – 2:00AM

SATURDAY & SUNDAY BUFFET SHIFTS

- SATURDAY OPENER 5:30AM-2:30PM
- ALL OTHER SATURDAY BUFFET 8:00AM – 4:30PM
- SUNDAY OPENER 8:00AM – 4:30PM
- ALL OTHER SUNDAY BUFFET 8:30AM – 4:30PM

WEEKLY SCHEDULING

OUR WORK SCHEDULE IS MADE AND POSTED ON A WEEKLY BASIS. THIS ALLOWS US TO GRANT OUR EMPLOYEES THE MAXIMUM AMOUNT OF FLEXIBILITY. THE SERVER SCHEDULE WILL BE PUBLISHED ON ZOHIO SHIFTS EACH WEEK ON SATURDAY AFTERNOON, AND ALSO SENT VIA A GROUP TEXT. THIS GROUP TEXT IS ALSO OCCASIONALLY USED TO SEND IMPORTANT WORK-RELATED COMMUNICATIONS. YOU MAY NEVER SHARE INFORMATION REGARDING ANOTHER EMPLOYEE'S SCHEDULE OR CONTACT INFO WITH ANYONE WHO IS NOT EMPLOYED AT TRUMAN'S BAR AND GRILL.

REQUESTS OFF OR CHANGES IN AVAILABILITY

PLEASE SUBMIT ALL REQUESTS OFF OR CHANGES IN AVAILABILITY IN THE ZOHIO SHIFTS APP BY FRIDAY EACH WEEK FOR THE FOLLOWING WEEK. I DO NOT REQUIRE REQUESTS OFF MORE THAN A WEEK IN ADVANCE, BUT YOU MAY SUBMIT THEM AS FAR IN ADVANCE AS YOU WISH. IF YOU WILL BE ASKING FOR AN EXTENDED PERIOD OF TIME OFF, YOU ARE ENCOURAGED TO DISCUSS THIS WITH ME IN ADVANCE SO WE CAN TRY TO MAKE ARRANGEMENTS.

PLEASE DO NOT SEND REQUESTS OFF BY TEXT MESSAGE; THEY MUST BE SUBMITTED IN THE APP.

SHIFT CHANGES, SWITCHING, CALLING IN SICK

SHIFT TRADING/SWITCHING SHOULD BE RARE AND BE FOR LEGITIMATE MEDICAL CONDITIONS, FAMILY EMERGENCIES, OR OTHER EXTENUATING CIRCUMSTANCES. SWITCHES **MUST** BE APPROVED BY CANDY. PLEASE CONTACT THE OTHER SERVERS ON THE SCHEDULE WHO ARE AVAILABLE TO COVER THE SHIFT IN QUESTION. ONCE YOU FIND A REPLACEMENT, BOTH PARTIES SHOULD CONTACT CANDY VIA TEXT OR CALL TO CONFIRM AND GET FINAL APPROVAL.

FOOD HANDLER'S CARD & S.M.A.R.T. ALCOHOL TRAINING

YOU MUST OBTAIN YOUR FOOD HANDLER'S CARD AND SMART ALCOHOL CERTIFICATE WITHIN 30 DAYS OF HIRE:

① SMART Alcohol Certification online:

Establishment/license number 147493

<https://smartmo.education/>

Save this certificate to your phone. You'll need to present it to the Health Department.



② Columbia/Boone County

Food Handler's Course:

<https://www.como.gov/FoodHandler/index.cfm>

Upon completion you must GO to the Health Dept, show SMART certificate, get photo taken, and have ID card printed. Cost is \$15. Turn in this ID to manager.



WEEKENDS

ALL STAFF IS REQUIRED TO BE AVAILABLE FOR WORK DURING PEAK BUSINESS HOURS, WHICH INCLUDE WEEKENDS AND MIZZOU GAME DAYS. EXCEPTIONS ARE MADE OCCASIONALLY FOR CERTAIN CIRCUMSTANCES, BUT NOT ON A CONSTANT BASIS. *IF YOU ARE NOT WILLING TO WORK WEEKENDS, THIS IS NOT THE JOB FOR YOU.*



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HOLIDAYS

WE DO NOT SHUT DOWN FOR HOLIDAYS AND THUS REQUIRE STAFF DURING THESE PERIODS. WE ASK EMPLOYEES TO CHOOSE THE FIRST OR LAST HALF OF A BREAK TO TRAVEL OR VISIT FAMILY AND BE AVAILABLE TO WORK THE OTHER HALF. THANKSGIVING DAY & CHRISTMAS DAY WE OPEN WITH REDUCED BUSINESS HOURS: 2:00PM – BAR CLOSE. WE ARE CLOSED ON JULY 4TH EACH YEAR. WE ARE OPEN NORMAL BUSINESS HOURS EVERY OTHER DAY OF THE YEAR.

HOURLY PAY AND TIPS

HOURLY WAGES: AS A SERVER YOU WILL BE PAID REGULAR MINIMUM WAGE FOR YOUR TRAINING SHIFTS (AVERAGE OF 2) AND SERVER MINIMUM WAGE FOR ALL OTHER SHIFTS. THIS HOURLY RATE IS PAID WEEKLY BY DIRECT DEPOSIT TO YOUR CHECKING OR SAVINGS ACCOUNT, AND PAYCHECKS ARE DEPOSITED EACH FRIDAY. IF YOU DO NOT HAVE AN ACCOUNT, YOU MAY COMPLETE ALTERNATE PAPERWORK FOR A PREPAID DEBIT PAYCARD THAT YOUR PAYCHECKS CAN BE DEPOSITED TO. PLEASE COMPLETE THE PACKET YOU WERE GIVEN AT HIRE AND TURN IN IMMEDIATELY FOR DIRECT DEPOSIT.

FOR PAYROLL INFORMATION, PLEASE CONTACT CANDY or email HOME@TRUMANSBAR.COM

TIPS: WE DO NOT SHARE, SPLIT, OR OTHERWISE COMBINE TIPS. THE ONLY TIPOUT A SERVER IS REQUIRED TO PAY EACH SHIFT IS A 4% TIPOUT OF ALCOHOL SALES TO THE BARTENDER. UPON COMPLETION OF YOUR SHIFT, YOU WILL RECONCILE YOUR SALES REPORT, TIP THE BARTENDER, AND TAKE HOME ALL OF YOUR EARNED CASH TIPS. CARD TIPS GO ON PAYCHECKS.

PAY STUBS AND W-2S

You will receive an email invitation from Quickbooks/Intuit or "qbo" payroll to complete your onboarding and payroll information.

You CANNOT BE PAID until you complete this information. Please make sure to complete in ASAP, and confirm that your Direct Deposit account information is entered correctly.

UNIFORMS

SERVERS WILL WEAR A TRUMAN'S LOGO TEE FOR EACH SHIFT, MAY WEAR JEANS, SHORTS, LEGGINGS, OR YOGA PANTS IN DENIM or BLACK, AND MUST WEAR CLOSED-TOE TENNIS SHOES. UPON HIRE YOU WILL RECEIVE 2 UNIFORM TEE SHIRTS AND AN APRON. YOU MAY ASK TO PURCHASE ADDITIONAL ITEMS AT ANY TIME. THE COST FOR THESE ITEMS WILL BE AUTOMATICALLY DEDUCTED FROM YOUR PAYCHECK. HAIR, MAKEUP, AND JEWELRY SHOULD NEVER BE A POTENTIAL FOOD CONTAMINANT. JACKETS, SWEATERS, CARDIGANS, ETC ARE NOT ALLOWED OVER YOUR UNIFORM SHIRT.

TECHNOLOGY POLICY

UPON ARRIVING TO WORK, YOU WILL CHECK OUT AN IPAD FOR YOUR ENTIRE SHIFT. YOU'LL USE THIS DEVICE TO TAKE ORDERS, SEND TICKETS, PRINT CHECKS, AND TAKE PAYMENTS. IN ORDER FOR YOU TO STAY FOCUSED, PERFORM YOUR BEST, AND REMEMBER TO TURN IN THIS IPAD AT THE END OF YOUR SHIFT, WE HAVE A CHECK-IN, CHECK-OUT POLICY: YOU WILL "CHECK-IN" YOUR PERSONAL DEVICE IN EXCHANGE FOR A WORK DEVICE AT SHIFT START, AND RECEIVE IT BACK AT CHECK OUT. *PERSONAL PHONE USE AND WEARABLE SMART DEVICES ARE NOT ALLOWED WHILE ON THE CLOCK.*

CONDUCT

NO ALCOHOL CONSUMPTION OF ANY KIND IS EVER ALLOWED WHILE YOU ARE ON THE CLOCK. WE DO NOT ALLOW DRUG USAGE OR POSSESSION AT WORK. ANYONE CAUGHT VIOLATING THESE POLICIES WILL BE FIRED IMMEDIATELY. WE USE SECURITY SURVEILLANCE CAMERAS BOTH INSIDE AND OUTSIDE THE PREMISES.

PARKING, LOCKERS, EMPLOYEE DISCOUNTS

YOU MAY PARK IN THE BACK LOT. WE PROVIDE LOCKERS FOR TEMPORARY STORAGE OF PERSONAL ITEMS WHILE YOU ARE ON THE CLOCK, BUT WE ARE NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS. EMPLOYEES RECEIVE A 10% DISCOUNT ANYTIME, ON OR OFF THE CLOCK.